

MasterClaw Network Troubleshooting

A comprehensive toolbox your network needs

Introduction

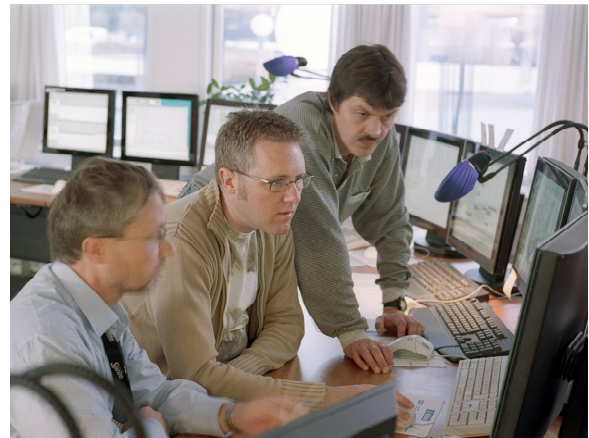
Every network experiences problems. The key to solving them is to make sure the issues are addressed before they lead to complaints from your customers.

So what's the fastest, easiest, most cost-efficient way to solve network problems? A more thorough approach to troubleshooting is critical. Anritsu's troubleshooting toolbox helps you resolve problems faster and more efficiently across fixed, wireless and IP networks.

MasterClaw provide insight into network problems using real-time and historical information extracted from the network. Anritsu's Network Troubleshooting solutions let you resolve problems quicker, – saving engineer's time, reducing the impact on subscribers and restoring revenue faster.

Core solution areas

Each of our solutions has been designed to maximize the profitability of your existing infrastructure and meet the demands of the future. Operators can examine customized data views through an intuitive, web/browser-based portal, turning complex, technical network data into understandable operational information. Naturally, our OSS solutions are complemented by a full range of professional services.



Key Benefits

- Greatly reduces time-to-market for new services
- Access to all signal data across any network, any time
- Instantly verifies corrective actions
- Cross-domain troubleshooting

Features

- User-friendly and intuitive web-based user interfaces and applications
- Historical and real-time call tracing and protocol analysis
- Seamless drilldown to protocol message level with protocol decoding
- Advanced data mining functions for detailed information analysis and root-cause analysis
- Unique integration of active test and automatically initiated troubleshooting
- Interactive, remote end-user simulation and test-call generation

The bottom line: Time is money

Through a unique combination of real-time information and historical data, the MasterClaw Network Troubleshooting solution lets you resolve problems instantly, while eliminating the need for 24/7 monitoring by technicians – to save time, reduce customer problems and cut costs.

MasterClaw captures real traffic in the network, not test calls, so every aspect of a problem can be investigated. Even if a problem is geographically localized, affects only a few services or applies to only one type of handset, MasterClaw will capture the problem and ensure engineers can investigate the cause.

A unique integration Alarms and Dashboards pro-actively warns of problems, and interactive, centralized troubleshooting applications ensure minimum disruption to customers and revenues. You can confidently anticipate and address problems quickly and cost-effectively. The results of corrective actions are instantly visible.

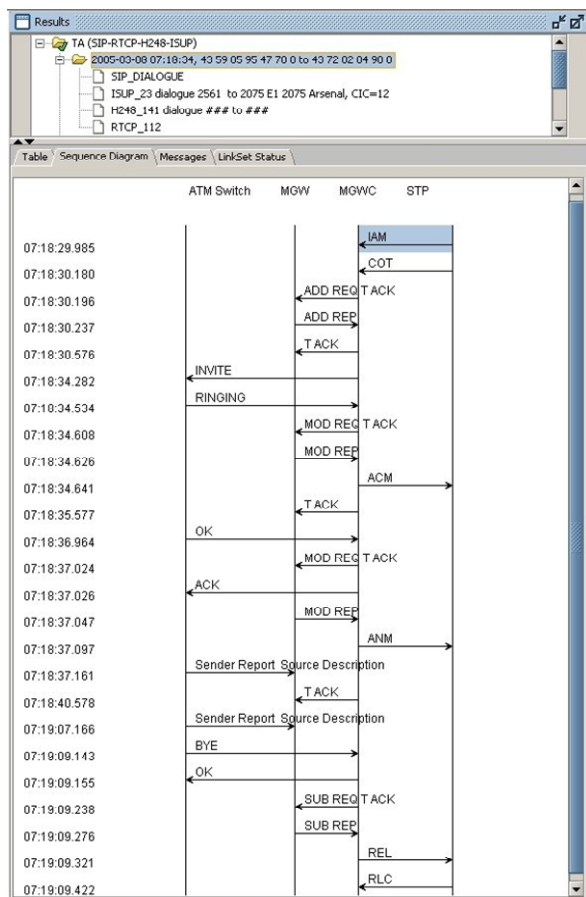


Figure 1: End to end cross domain session trace.

A more complete solution

The MasterClaw Network Troubleshooting solution provides support throughout the entire troubleshooting process – from the location and analysis of a problem, to problem impact analysis and verification of corrective actions.

The solution is network vendor neutral, for cross-domain troubleshooting across any network, any time. Designed to provide point-to-point tracing across converged networks, you get full troubleshooting advantages in heterogeneous network infrastructures.

Powerful network trace applications enable real-time and historical end-to-end call/session tracing and protocol analysis. Advanced data mining functions deliver detailed information and root-cause analysis. Protocol decoding provides seamless drilldown to protocol message level. And you get access to all signal data, allowing for full reproduction of fault scenarios.

Reduce complexity and technician workload

The solution also offers a more flexible and powerful tool for your network operations personnel, through user-friendly, intuitive interfaces and integrated applications.

This makes it easy to view information that pinpoints exactly where the problem is, regardless of how deeply buried it is within the network. For example, the protocol analysis functions allow for instant drilldown to signaling level for in-depth fault analysis, while integrated protocol decoders provide valuable online help.

All this reduces complexity and the training required for operational personnel – from network experts to customer help-desk staff – as well as the time needed to locate and fix a network problem.

Your customers experience the benefits

By helping operators reduce time-to-market for new services and networks, as well as quickly resolving problems occurring in networks in operation, the impact of network problems on end-user services is dramatically reduced.

And that means increased customer satisfaction, and increased operator revenue.

Exceptional network insight, an innovative attitude and close, flexible working relationships with our customers – our Network Troubleshooting solution helps make you uniquely competitive.